

Customer Service Practitioner with Sales Certificate

Level 2 - Apprenticeship Standard and a BTEC Level 2 Certificate in the Principles of Sales

Great customer service and sales is one of the most valuable skills you can acquire for any business.

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Who is this qualification for?

The ideal candidate for a Customer Service Practitioner with Sales Certificate Apprenticeship is someone who is in a position to deliver products and services to their organisation's customers and is working in a customer centric and sales environment. They will have responsibility for delivering service to customers at the workplace, digitally or in the customer's own location. This will range from one-off to routine contacts and include some of the following elements of customer service and sales:

- Guidance and support
- Understanding the sales environment
- Payments
- Customer satisfaction
- Gaining insight through measuring
- Sales techniques and processes
- Fixing problems and dealing with orders
- Understanding business awareness

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The Journey

There are three key stages to the delivery of the Apprenticeship:

- Gateway
- On Programme
- End Point Assessment (EPA)



Gateway

The Gateway is the opportunity for the provider and the employer to agree whether the Apprentice is ready to take their EPA. Considerations for this are:

- Has the Apprentice been on programme for a minimum of 12 months?
- Has the Apprentice completed their Level 2 English and Maths qualifications?
- Has the Apprentice been assessed against all of the knowledge, skills and behaviours?
- Has the Apprentice had the opportunity to take mock tests and practice interviews?

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On Programme

This is the substantive part of the Apprenticeship and includes both on-the-job and off-the-job training and assessment. During this stage the learner will develop skills, knowledge and behaviours, as outlined in the two-part Standard. One of the key features of the Standard Apprenticeship is flexibility. Providers and employers now have more choice in how they deliver the on-programme component of the Apprenticeship. A blend of resources and employer/provider designed materials are used to deliver bespoke Apprenticeship programmes that meet the needs of employers and learners.

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Study Mode

Our provision is delivered through a mixture of face-to-face visits, e-learning and live or recorded webinars. Learners have 24/7 access to course materials and resources. This minimises travel, hiring of venues and time out of the office.

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Entry Requirements

Apprentices will be required to have or achieve Level 1 English and Maths and to have taken Level 2 English and Maths tests prior to completion of their Apprenticeship. Learners must be in a job role relevant to the Apprenticeship.

End Point Assessment

The EPA for the Customer Service Practitioner with Sales Certificate Apprenticeship will include:

- Apprenticeship showcase portfolio
- Practical observation
- Practical discussion
- Assessment of portfolio of evidence

The EPA is carried out by an independent Apprentice Assessment Organisation (AAO). Riverside Training will advise and engage with a suitable AAO on behalf of the learner and employer.

Link to Professional Registration

Completion of this Apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member at professional level.



Duration

Typically this apprenticeship will take 12 - 18 Months



Funding Cap

£4,000

To find out more about
 our courses call us on
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